Information Services Board Meeting Minutes – June 12, 2001
Department of Information Services Boardroom, The Forum Building
Olympia, Washington

Members Present:
Representative Glenn Anderson
Everett Billingslea
Senator Emilio Cantu
Clare Donahue
Tom Fitzsimmons
Jayasri Guha
Earl W. Heister (by phone)
Ed Lazowska
Gary Robinson
Representative Laura Ruderman
Marsha Tadano Long

Members Absent:
Senator Lisa Brown
Mary McQueen
Senator James West

Call to Order	Mr. Tom Fitzsimmons, Information Services Board (ISB) Vice-Chair, called the meeting to order.
Introduction of New Members	Mr. Fitzsimmons introduced new ISB members Representatives Glenn Anderson and Laura Ruderman. Mr. Everett Billingslea, General Counsel to the Governor was also appointed to serve on the Board. Mr. Paul Isaki, Chief of Staff to the Governor announced on behalf of Governor Locke that Mr. Gary Robinson, Assistant Director, Office of Financial Management (OFM) was appointed Acting Director of the Department of Information Services (DIS). He said the Governor's Office would organize a national search for a permanent director.
Election of New ISB Chair	The ISB voted unanimously to elect Mr. Billingslea as the ISB Chair.
Roll Call	A sufficient number of members were present to constitute a quorum.
Approval of Minutes	Minutes from the January 9, 2001 meeting were approved.
Delegated Authority of the Community and Technical Colleges	Mr. Andy Marcelia, Senior Technology Management Consultant, DIS, said the State Auditor's Office (SAO) found that three community colleges, Shoreline, Bellevue, and Spokane, acquired software licenses that exceeded their delegated authority without requesting approval of either the Center for Information Services (CIS) or DIS. CIS has a delegated authority of $1 million and

Delegated Authority of the Community and Technical Colleges
(continued)

CIS delegated authority of $100,000 to its community and technical colleges.

The SAO audit identified violations by three colleges. To prevent recurrence of violations, CIS and DIS began an effort to raise the colleges' awareness of their responsibilities related to Information Technology (IT) investments and delegated authority. DIS recommends that CIS implement a process for IT investment review and approval procedures consistent with Portfolio Management. DIS also recommends that the Board direct CIS to lower the delegated authority by fifty percent for the colleges that were subjects of the SAO's reports for 90 days or until new processes are implemented.

Mr. Marcelia introduced Community College heads, Ms. Jean Floten, Bellevue Community College, Ms. Holly Moor, Shoreline Community College, Chancellor Charles Taylor, Spokane Community College, and Mr. Bill Bonaudi, President of Big Bend Community College, who is also Chair of the CIS Executive Committee.

Ms. Floten, speaking for the other presidents, stated they did not intentionally violate DIS procedures for regulatory oversight of state acquisitions. She said they thought they were in full compliance with all applicable rules and laws until the SAO audit findings were reported. With the assistance of DIS they are in the process of educating themselves about the acquisition rules and requirements and developing procedures. She assured the ISB that they understand how serious the situation is and that they are taking proactive measures to ensure there will be no future violations of the rules.

As part of their process to improve procedures, Mr. Robinson suggested the colleges take advantage of the OFM training about contracting rules that looks at the distinction between purchased and personal services contracting.

Members discussed why it would be important or necessary to temporarily reduce the delegated authority if the colleges were working to improve their new processes. Ms. Marsha Tadano Long said that it is important for the Board to say that exceeding delegated authority is very serious and there will be consequences depending on the circumstances. She suggested the Board decrease the delegated authority to $75,000 instead of the recommended $50,000 and remove the ninety-day minimum reduction, so if the colleges can complete the work sooner they could resume the full delegated authority.

A motion was made that the Board direct CIS to reduce the delegated authority of Shoreline, Bellevue and Spokane Community Colleges by 25 percent to $75,000. In order for the

Delegated Authority of the Community and Technical Colleges
(continued)

colleges' delegated authority to be reinstated, the following conditions must be met:

- The CIS Executive Board adopts for the colleges new information technology investment procedures consistent with Portfolio Management; and
- The delegated authority of the CIS be authorized to the CIS Executive Committee.

The reduced authority will remain in effect until the Chair of the Executive Committee certifies to the ISB Chief of Staff that the conditions have been met.

The motion was adopted unanimously.

The Department of General Administration Seeks Approval of New Request for Quotation and Qualifications (RFQQ) for IT Services Optional Use Contracts

Mr. Marcelia, Senior Technology Management Consultant, DIS, stated that the results of an 18-month pilot program initiated by the Department of General Administration (GA) to provide agencies an opportunity to select vendors from GA's competitively bid pre-qualified vendor list for IT services indicated the need for an improved model. OFM, SAO, and DIS reviewed the pilot model and offered suggestions for improvements. The improvements include eliminating GA as the signatory on the contracts and making the agencies wholly responsible for the management of their own contracts. GA will provide training on how to use the contracts and will communicate acquisition laws and policies. If an agency requires acquistion expertise, GA could assist with support activities under a separate agreement.

Mr. Marcelia introduced Ms. Tadano Long, Director, GA, to present a proposal to issue a new Request for Quotation and Qualifications (RFQQ) for optional use contracts for IT purchased and personal services. She also requested a 90-day extension of the current pilot contracts to complete the new RFQQ.

The new contracts will be available to all state agencies and political subdivisions, with contracting parties responsible for meeting the requirements of their respective authorizing environment. Ms. Tadano Long said the objective has been to save time and costs for both the agencies and the vendors. Having GA conduct the initial competition and the agencies complete a second tier of competition for a specific body of work provides efficiencies for the acquisition of IT goods and services.

Ms. Tadano Long introduced Mr. Bill Joplin, State Contracts Manager, to provide information about the results of the pilot. He said GA contracted with seventy-five vendors to provide services in thirteen categories, with five categories of personal services and seventy categories of purchased services. The contracts resulted in forty-one statements of work that went through the second tier of competition, and the resulting hourly rates were reduced an average of 14 percent from the initial qualifying rate

The Department of General Administration Seeks Approval of New Request for Quotation and Qualifications (RFQQ) for IT Services Optional Use Contracts
(continued)

from the first tier of competition. Customers used vendor scorecards to measure the performance of the vendor under each statement of work. One vendor's contract was terminated for poor performance and was replaced with another vendor. Overall, both customers and vendors are pleased with the arrangement since it saves them time and money to compete for the work.

Ms. Tadano Long asked the Board to approve the revised optional use contracting model and approve the extension of the current contracts for 90 days, until October 1, 2001. With approval, GA will issue a new RFQQ and use the new model for future contracts.

-        Ms. Clare Donahue asked what has been the average size and type of contracts. Mr. Joplin said most of the activity has been in purchased services contracts with an average of fifty to sixty thousand dollars for each statement of work. Overall the amount spent over 18 months was approximately $3.4 million to $4 million.

Senator Emilio Cantu asked if the contracts included a provision that defined grounds for vendor removal. He cautioned that steps should be well documented to mitigate the risk of costly protests. He also asked if the evaluation process would exclude the participation of small businesses because they may have less capital. Ms. Tadano Long said the model they will use makes it more practical for small firms to respond to the RFQQ and saves them resources when preparing proposals. Mr. Joplin said that the vendors are evaluated primarily in three areas: management, technology, and price. As part of the evaluation process, references from their clients are checked. The vendor's staff experience and pricing scores are based on three levels of experience, expert, senior and junior, and allow statements of work to define the level of expertise needed to perform the work.

Senator Cantu requested that a clause be added to the contracts to clarify that the signing agency, not GA, is responsible for the contracts. Mr. Gary Robinson suggested stating that the entity that enters into the contract is responsible for its performance and success and for addressing any shortcomings that might occur.

Mr. Robinson asked about the proposed plan to refresh the lists of qualified vendors. Mr. Joplin said the initial term of the contract is two years but they have built in the flexibility to refresh by service categories or the whole list as required. GA will do a periodic scan of the vendor community to determine if new vendors should be asked to compete to refresh the list. Mr. Earl Heister asked if agencies have the contracting competencies to manage the contracts once in place. Mr. Joplin stated that the

The Department of General Administration Seeks Approval of New Request for Quotation and Qualifications (RFQQ) for IT Services Optional Use Contracts
(continued)

agencies who want to utilize the contracts will have mandatory training with GA's Office of State Procurement, in cooperation with OFM and DIS, to enable them to accept and understand their accountability for the contracts.

Ms. Donahue asked for clarification of the differences between an optional use contract and a master contract. Mr. Paul Taylor, ISB Chief of Staff, said the distinction in name was a function of where the authority to conduct business lies. The master contracts for IT are in statute, authorized to DIS. This arrangement has GA looking to the ISB for authority to work in the IT space and coined the phrase "optional use contracts" recognizing that the authority for conducting this business is different. Senator Cantu asked that the ISB receive periodic reviews on the contracts. Mr. Taylor offered to publish regular briefing reports in the ISB briefing materials.

Ms. Donahue said there is clear legislative language that gives DIS the sole responsibility for establishing master contracts for IT Services. For the record, she expressed concern that she believes this establishes a precedent that could put the Board in a difficult position in the future.

A motion was made to:
- Approve the revised optional use contract model;
- Extend the current contracts 90 days, until October 1, 2001;
- Receive periodic updates on the status of the optional use contracts published in the ISB briefing materials; and
- Add a statement to the template contract to exculpate GA from liability as much as possible.

The motion carried unanimously.

Update on the Employment Security Department Services, Knowledge, and Information Exchange System (SKIES) Project

Mr. Stan Ditterline, Senior Technology Management Consultant, DIS, said the Employment Security Department (ESD) would provide an informational update on the status of the Services, Knowledge and Information Exchange System (SKIES) project. In response to the Federal Workforce Investment Act and One-Stop Initiative, work force development is undergoing a major transition to an integrated system known as Work Source Washington. To support this fundamental change in business design and processes, ESD and its business partners are developing an integrated case management and labor exchange system known as SKIES. It is a transfer system based on Utah's U-Works version of the One-Stop operating system. Although U-Works met 70-80 percent of Washington State's business requirements, it lacked adequate documentation. It also did not include an integrated labor exchange component that was necessary to provide a fully integrated, web enabled system to

**Update on the Employment
Security Department Services,
Knowledge, and Information
Exchange System(SKIES)
Project**
(continued)

replace the legacy Dataplex and Jobnet applications. To be able
to incorporate the additional requirements, the implementation
date of March 2001 was delayed.

He introduced Dr. Sylvia Mundy, the new Commissioner of ESD,
and she introduced her staff, Mr. Paul Trause, Deputy
Commissioner, and Ms. Peggy Jo Zimmerman, SKIES Project
Director, to present the project update.

Mr. Trause explained the business context in which SKIES would
operate, the system, its functionality, the challenges, and project
budget and schedule. He said that for 50 years ESD operated
an environment with very little change in legal issues or service
delivery. A year and a half ago their world changed dramatically.
The federal government required them to move from offering
services through a variety of different retail outlets to a one-stop
service system where workforce education, training, and
assistance could be provided across agencies and levels of
government. They also decided the systems should be
managed at the local level, not at the state or federal level.
Programs had to be consolidated and moved to local control.

He stated SKIES will include case management, basic
management information, and performance accountability. It will
link front line staff to management across a variety of
organizational levels in various government entities. It will
increase the ability of staff to locate existing jobs and connect the
job seeker with the job. At the state level it will include
consolidated performance information and enable the state to
evaluate the success of the programs. Project scope has been
frozen. System testing is underway.

The challenges outlined by Mr. Trause have been managerial
and not technical, and include the difficulty involved with
coordinating different levels of government and retraining staff to
improve the documentation and meet the guidelines of the
federal government since they delayed the issuance of
guidelines from July 2000 until February 2001.

The budget was originally estimated to be $4.2 million but has
grown to $4.7 million and includes a contingency of $250,000.
The implementation has been delayed until November 30, 2001.
Dr. Ed Lazowska stated they made a wise choice to delay the
schedule and budget in order to have a quality system, but
further stated it will take a considerable amount of attention to
complete it. He asked how the organization will address the
issues as they arise and what other diversionary projects are
underway. Mr. Trause said they are meeting regularly with the
executive management, partners and workforce development
centers. They have set up web sites, user groups, email lists,
and a newsletter to keep everyone advised on the project. He

**Update on the
Employment Security
Department Services,
Knowledge, and Information
Exchange System(SKIES)
Project**
(continued)

said Commissioner Mundy has made it clear there are no diversionary projects. Dr. Lazowska asked about training issues and Mr. Trause indicated they have developed a very extensive training plan, a precise curriculum , and a robust help desk function to support the localities.

Senator Cantu asked if they had risk mitigation and external quality assurance. Mr. Trause replied yes, and offered a copy of the risk mitigation for the Senator's review. He also said they have Mr. Bob Marlatt as an external quality assurance consultant reporting to the Commissioner and Deputy Commissioner.

Ms. Jayasri Guha asked what is the plan for ongoing maintenance after the project is completed. Mr. Trause said ESD staff is integrally involved with contractors in the development of the system. Once this new system replaces the legacy systems, the resources will be allocated for on-going maintenance of SKIES. In addition they have reserved about three months of operating and maintenance cost funds to address any difficulties that arise during implementation.

Because they plan to implement statewide, rather than regionally, they have expanded the user acceptance testing from 250 scripts to over 600. The pilot sites have been extended to get a more representative example of sites in the pilot testing phase. Ms. Zimmerman said the pilot sites will be a combination of urban and rural sites to enable them to check performance in different environments. They plan to keep the legacy system in place at least until March.

Ms. Tadano Long commended ESD staff for being a great model for adapting to change. She asked if they had developed any performance measures to quantify benefits and quantify success. Mr. Trause said there have been 17 performance measures selected by the federal government and the State Workforce Board. Representative Ruderman requested a copy of the performance measures.

Senator Cantu suggested contacting the Department of Labor and Industries to determine if there were ways to interact with their worker's compensation programs to assist injured workers who are ready to return to the workforce.

Ms. Donahue asked if the information in General Unemployment Insurance Development Effort (GUIDE) interfaces with SKIES. Ms. Zimmerman said SKIES extracts claimant information from GUIDE, automatically registering clients receiving unemployment benefits for the case management and tracking systems in SKIES.

Update on the Employment Security Department Services, Knowledge, and Information Exchange System(SKIES) Project
(continued)

Mr. Trause said that they have the baseline numbers from the first quarter results and are meeting the federal goals. He agreed to provide the data requested by Representative Ruderman.

Status of the Department of General Administration Ultimate Purchasing Project

Mr. Andy Marcelia, Senior Technology Management Consultant, DIS, introduced Ms. Tadano Long, Director, GA, to present the status report on the progress of the Ultimate Purchasing System (TUPS). TUPS is a web-based system that handles all of the transactions for purchasing, from shopping to payment. A baseline cost for a transaction was calculated to take 2.5 hours from start to finish, and with TUPS the target was to reduce that time by 40 percent to 1.5 hours. Another target is to lower the cost of goods and services purchased by the state by tracking sales volume and leveraging pricing based on that volume. The system will be available to all state agencies.

She said that the TUPS presentation at the January 9, 2001, ISB meeting indicated the project was in trouble. At that time the vendor's representative, Ms. Donna Morea, Executive Vice President of American Management Systems (AMS) made a commitment to address the problems that needed fixing with additional resources. Ms. Tadano Long said that she was delighted with the project progress and that the AMS team stepped up to the challenge and got the project back on track. She said Mr. Joplin would describe the contract and what has happened since the last Board meeting.

Mr. Joplin said that GA purchased a service from AMS that uses Ariba's *eProcurement* software with enhancements customized by AMS to interface with the state's central ledger (AFRS) and to accommodate the state's rules for purchasing. AMS would customize TUPS to interface with other government entities' financial systems as requested. AMS will provide electronic ordering, development of electronic catalogs, and a data warehouse of transaction history to provide analysis and reporting on purchasing trends and statistics.

Since the January ISB meeting, AMS has enhanced corporate oversight and created an Executive Steering Committee. They have implemented a quality assurance process and a team focused on the total solution. GA put the system into production on May 17, 2001, and started a pilot with the Department of Corrections, GA, and the City of Seattle on May 29, 2001. They have also received assistance from OFM and SAO. As a result of the pilot, they identified three key risks and issues that will require continued monitoring:
- Ariba software function/stability mass edits and search functions inhibiting end user acceptance;

**Department of General
Administration Ultimate
Purchasing Project**
(continued)

- AMS ability to deliver system per schedule because of software function/stability (mass edits and search function limitations); and
- AMS' ability to provide sustainable and stable hosted service.

Ms. Tadano Long said 122 staff have been trained, 25 supplier electronic catalogs developed, 170 orders placed, and 40 payments made. She said because of the ability to make timely payments they planned to capitalize on any vendor discounts for early payments. In mid-July they plan to scale up from 100+ users to 250 users within the pilot agencies. In order to complete the system acceptance phase the services have to operate within specific parameters seven days a week, twenty-four hours per day for 30 consecutive days. They plan a statewide implementation by mid-August 2001.

Ms. Tadano Long invited Ms. Morea from AMS to comment on the project's progress since she last came before the Board in January. Ms. Morea thanked the ISB and Ms. Tadano Long for allowing AMS to work towards correcting the problems and said she was pleased with the progress, but realized that they have to continue to manage the project and associated risks. She said TUPS is the first public sector electronic procurement system in production that is truly end-to-end, from ordering through payment. She acknowledged that the monthly meetings of the Executive Steering Committee between AMS and project stakeholders have helped to remove barriers and have helped the project teams keep the end user and business case in mind.

Senator Cantu, Dr. Lazowska, and Mr. Earl Heister commended the efforts of AMS and the project teams to collaborate and get the project back on schedule.

Mr. Heister asked what was the anticipated peak usage and how are they testing for it, and the end-to-end security on the system. Mr. Joplin said they expect to have five hundred thousand transactions per year with up to ten thousand users. They plan to perform a phased performance and stress load test and have tested with 200 concurrent users. They have been using scripts to test security. They have AMS evaluate the system against the DIS IT Security Guidelines.

Mr. Robinson encouraged agencies to use TUPS and gain the greatest administrative efficiencies and benefits from the changes in business practices.

Representative Anderson asked about terms of the payments to suppliers. Mr. Joplin said that those within AFRS would use electronic funds transfer to payments. Fewer than five state agencies do not use AFRS and may need to have an interface

Department of General Administration Ultimate Purchasing Project *(continued)*

built for the purpose of payment. Credit cards could be used by local jurisdictions.

Ms. Donahue asked the term length of the contract. Mr. Joplin answered that the initial term is two years with a maximum term of ten years including extensions.

Representative Ruderman asked Ms. Tadano Long how much money they anticipate saving using the online procurement system. They agreed to discuss specifics another time.

Justice Information Committee: JIN Blueprint 2.0

Mr. Dennis Hausman, Justice Information Network (JIN) Coordinator, DIS, presented the highlights of the 2001-2003 JIN integration Blueprint 2.0 that was authorized and approved by the Board's Justice Information Committee (JIC). The mission of the JIN is to ensure that any criminal justice practitioner in the state will have complete, timely, and accurate information about any suspect or offender. The information will include identity, criminal history and current justice status.

The second version of the blueprint expanded the objectives of the original version with three new strategic objectives. The first objective is to implement a real-time, statewide, automated fingerprint identification system. The second is to make complete, accurate and timely information on suspects or offenders available to the justice practitioners. The third is to enable interactive network access to a Summary Offender Profile (SOP).

Mr. Hausman said the cornerstone of the JIN would be the development of a web-based SOP. It will provide information and answer questions law enforcement and justice practitioners need to ask:
- Who are you;
- What have you done; and
- Where are you?

He said the JIN is creating the infrastructure for the digital justice enterprise in our state. Once the information can be shared across the justice community, the resulting benefits should be improved decision-making and increased public safety.

Department of Corrections Offender Management Network Information (OMNI) Update

Mr. Stan Ditterline, Senior Technology Management Consultant, DIS, said the Department of Corrections (DOC) would present an informational update on phases one and two of the Offender Management Network Information (OMNI) project, demonstrate the Offender Accountability Plan (OAP), and the data warehouse. In January, the ISB approved phase two of the project subject to approved funding. DOC satisfied the proviso that it provide copies of a high level project plan for phases two and three and descriptions of major deliverables, cost estimates,

**Department of Corrections
Offender Management Network
Information (OMNI) Update**
(continued)

and funding was approved.

Mr. Ditterline said a question was raised at the January 9th ISB meeting about the business value of OMNI. The Board had asked if OMNI was simply a replacement for Offender Based Information Tracking System (OBITS). He said the OAP was a new business requirement mandated by the federal 1999 Offender Accountability Act and does not exist in OBITS. He introduced Mr. Joe Lehman, Secretary, DOC, and Mr. Don Price OMNI Project Director, DOC, to begin the presentation.

Mr. Lehman emphasized that OMNI was not simply taking OBTS and changing it, but that it would be an information system to support new business practices resulting from the new law, the Offender Accountability Act. The law sets different expectations of the agency that require DOC to do a fairly detailed risk assessment of offenders to determine their likelihood to re-offend. Offenders are classified into risk categories and the agency is expected to mitigate risks. The OAP is the foundation of how they manage the people in the institution, their transition back to the community and the level of supervision while in the community. He invited Mr. Pete Musselwhite to demonstrate the OAP.

Mr. Musselwhite said the system would store detailed information about the offenders that would help DOC manage offenders' prohibitions, reparations, requirements for community support and recommended training. The investigating officer in the field would be able to monitor the high-risk offenders continually and reassess the offenders' plans. He also demonstrated the system's help text.

Mr. Lehman asked Mr. Clint Catron, DOC, to demonstrate the capability of the data warehouse component. Mr. Catron showed how analyzing data extracted from the data warehouse can help DOC identify trends and problems and assist DOC to be proactive in their management.

Representative Ruderman said the Appropriation Committee was given a demonstration of the system and was amazed at the time savings and the reduction of errors the system returned. The system will free community corrections officers of administrative work so they can work to improve public safety. Mr. Lehman said they have created more accountability in terms of supervising offenders around outcome measures as opposed to process. He said once they had the Summary Offender Profile available from the Justice Integration Network and the planned jail booking system, they will have the web-based system that provides real information in real time.

Senator Cantu and Mr. Billingslea commended DOC for its work

**Department of Corrections
Offender Management Network
Information (OMNI) Update**
(continued)

on the project.

Member Recognition

Dr. Lazowska asked the Board to join him in thanking Ms. Donahue for her many contributions to DIS, the K-20 Network, and the ISB. He noted that she was leaving the Office of the Superintendent of Public Instruction and has taken a position with the University of Washington Medical Center, and that this would be her last meeting.

**Washington State Patrol
Radio Interoperability**

Ms. Lourdes Collins, Senior Technology Management Consultant, DIS, said the Washington State Patrol (WSP) requested Board ratification of the Justice Information Committee's (JIC) recommendation regarding radio interoperability. She said that as technology evolves and radio systems are replaced, a coordinated effort is necessary to manage and ensure interoperability between public entities. In addition to replacing aging equipment, the state has the opportunity to request the Federal Communications Commission (FCC) to license 2.4 megahertz of spectrum that has been reserved to the state, for public safety. She also said the JIC recommends that a State Interoperability Executive Committee (SIEC) be formed to lead and coordinate this effort. She introduced Mr. Robert Leichner, Chief, WSP, Mr. Clark Palmer, Information Technology Manager, WSP and Mr. Rick Murphy, United States Department of Treasury, Public Safety Wireless Network Program Manager, to present their request.

Chief Leichner said the state has a significant opportunity to take action to address the issues of radio interoperability and improve public safety during a serious event such as the recent Nisqually earthquake. Mr. Palmer reminded the Board that not all agencies can communicate among themselves and there is limited integration among local, state, and federal systems. The FCC has allowed public safety the opportunity to double the amount of spectrum currently available for use. To be able to take advantage of new technology that would allow functions like viewing video from a patrol car, it will be necessary to upgrade, expand, and enhance voice and wireless data capacity. He asked Mr. Murphy to describe the Public Sector Wireless Network (PSWN) Program.
Mr. Murphy said the Department of Justice and the Department of Treasury established the PSWN Program to address interoperability issues to promote public safety and prevent loss of human life and protect property. They help the public safety community develop and maintain public safety wireless networks. They deal with five main areas:

- Coordination of partnerships;
- Funding issues;

Washington State Patrol
Radio Interoperability
(continued)

- The spectrum itself;
- Security matters; and
- Establishment of partnerships.

Mr. Murphy said they became involved with the SIEC because Washington is the first state to form a committee like this and they wanted to document the process to help other states do the same. Dr. Lazowska asked if the federal organizations would be involved and Mr. Murphy said yes, they also represent the Federal Law Enforcement Wireless User's Group and intend to avoid duplication of effort between the states and the federal organizations.

Senator Cantu moved that the ISB ratify the JIC recommendation to form the State Interoperability Executive Committee (SIEC) and recommended that WSP continue to lead the effort and report at a subsequent ISB meeting on the composition of the SIEC and provide an analysis of issues including costs and schedules.

Mr. Liechner added the SIEC would then make a recommendation to the Governor requesting he send a letter to the FCC to secure the spectrum prior to the December 31, 2001 deadline.

The motion was carried unanimously.

Security Policy and Practices

Ms. Mary Lou Griffith, Senior Information Technology (IT) Planning Advisor, DIS, said the efforts to establish a secure, trusted environment for digital government is reflected both in ISB policy and the design of the state's infrastructure. The Washington State Information Technology and Internet Security Charter was drafted to address risk management issues. The Board was asked to approve the Charter. She introduced Mr. Jeff Scheel, Security Consultant, R&G Associates, to present background on efforts on behalf of the ISB in IT Security.

Mr. Scheel commended the ISB and the state for the actions they have taken to show they understand the significance of the role security plays in the ever-changing space of government services. He said he has been working with the DIS Enterprise Security Services Group, to take the new security policy and standards and make them something practical for the agencies.

He said the security audit standards from the SAO are going through a final review by the Technical Architecture Advisory Group (TAAG). Once adopted, training will be designed to assist the agencies to do their own risk analysis to determine what they

Security Policy and Practices
(continued)

must do to be in compliance with the policy. If the Charter is approved, Mr. Scheel would continue to report to the ISB on a regular basis on the security of the enterprise.

A motion was made to adopt the Information Technology Internet Security Charter and that an independent IT security analyst report regularly on the status of the state's IT Security Program on a recurring basis.

The motion carried unanimously.

Information Services Board Policies on Software Piracy And Privacy

Ms. Erika Lim, Senior Policy Advisor, DIS, requested adoption of two new ISB policies on software piracy and personal privacy. The provisions of both policies mirror the provisions of last year's Executive Orders on these same issues. They were recast as proposed ISB policies at the request of non-executive agencies that are not subject to the authority of Executive Orders.

Ms. Lim said the proposed software piracy policy directs agencies to adopt procedures to prevent the acquisition, reproduction, distribution, or transmission of unlicensed software. It also directs agencies to monitor their contractors on this issue and requires agencies to submit copies of their anti-piracy procedures to the Board within six months. She said 37 executive agencies have already submitted their policies to the ISB pursuant to the Executive Order.

The proposed policy on personal privacy contains directives meant to ensure that only necessary personal information is collected by agencies and that information is used appropriately, that only authorized people have access to that information and that it is accurate and complete. It also requires non-executive agencies to adopt the same model privacy policy that was developed as a result of the Executive Order and post that policy on their web pages.

Mr. Robinson said the feedback from non-cabinet agencies indicated they were supportive of the Board adopting these policies.

A motion was made to adopt the Computer Software Piracy Policy and the Public Records Privacy Protection Policy.

The motion was carried unanimously.

Information Services Board Policy on Computing and Telecommunications Architecture

Mr. Ditterline, Senior Information Technology Management Consultant, DIS, requested the ISB adopt a new policy on computing and telecommunications architecture to serve as an umbrella policy for the ISB to authorize the development of technical computing and architecture type standards. The standards are consistent with the state's intent to provide citizens access to government information services.

Information Services Board Policy on Computing and Telecommunications Architecture *(continued)*

He said the architecture represents a careful balance between the needs of the statewide enterprise and the agencies that act separately to meet their business needs through the use of technology. The new policy aligns state standards with those developed nationally or internationally, such as the American National Standards Institute. This approach will allow the state to keep standards in synch with changes in technology. The policy was reviewed and approved by the Customer Advisory Board and its Infrastructure Sub-committee.

A motion was made to approve the Computing and Telecommunication Architecture Policy.

The motion carried unanimously.

Discussion of the Department of Social and Health Services Department's Automated Client Eligibility System (ACES) Contracts

Dr. Lazowska said that the Department of Social and Health Services (DSHS) had been instructed over two years ago to complete a full feasibility study related to moving forward with the Automated Client Eligibility System (ACES) project. He said they are paying approximately $11 million per year for a turnkey system. He shared his concerns that the feasibility study presented by DSHS at the January 9, 2001, Board meeting was inadequate and did not provide enough information about the option to transition the maintenance from a contractor to the state. He and Mr. Heister voted against a single, two-year contract extension approved at the January ISB meeting.

Senator Cantu said the Legislative Evaluation and Accountability Program (LEAP) was asked by the Legislature five or six years ago to see if ACES could be enhanced to be capable of interoperability and less reliant on proprietary equipment, thus demonstrating the issue is not new.

Mr. Taylor said that on behalf of the Board, DIS is working with DSHS on a statement of work for an independent third party to conduct research addressing the issues raised at the January meeting. Ms. Guha suggested that the ISB be mindful of the risk of running out of time. The third party will present its findings at the next ISB meeting. At that time, the ISB could determine if additional actions would be needed.

Representative Ruderman asked that the new members be given some additional background on ACES. Mr. Taylor said the material would be sent.

New Business

None.

Adjournment

The meeting was adjourned.